



Job Opportunity

State Controller's Office

Position: Staff Services Manager I, (Supervisor)

Statewide

Location: Personnel/Payroll Services Division, 21st Century Project
710 Riverpoint Court, Sacramento, CA 95605

Issue Date: September 5, 2006

Final Filing Date: Until Filled

Contact/Telephone:

Pat Quinn , (916) 375-6043

Who May Apply: Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list

California Relay Service: 1-800-735-2929

Position Number(s): 051-221-4800-048

Please call (916)323-3055 to request reasonable accommodations

Scope of the Position:

Under the direction of the Staff Services Manager II, the incumbent works as the State Controller's Office (SCO) end user training program team lead within the 21st Century Project Organizational Change Management section, with direct responsibility managing the development of statewide end user training programs. The incumbent manages staff performing complex duties involving the planning, development, operation, maintenance and enhancement of end user training programs and related communications.

The incumbent will serve as a recognized authority and leader on external training program development and delivery of end user training programs to a variety of levels utilizing the new SAP technology. Development of end user training will also include programs for internal stakeholder groups and business partners.

Duties and Responsibilities:

Candidates must perform the following essential functions with or without reasonable accommodations

Specific duties include but are not limited to the following:

Creates the initial End-User Training strategy as it relates to Organizational Change Management activities for Work Force Transition, Business Partners, Control agencies and department deployment.

- Organize, direct and coordinate the activities of staff resulting in the development of end-user training plans; monitor and evaluate the progress of each plan, determine corrective measures and adjust as needed.
- Schedule and manage the Project Team Training strategy and plan.
- Establish statewide and SCO priorities and direction for implementation of new system capabilities.
- Develop a training needs assessment that includes all logistical, operational and resource needs.
- Identify target audiences who are impacted by the change and will need training in order to be



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successful in the go-live environment.

- Identify new software capabilities and needs including Learning Management Systems (LMS) and e-learning software (example: Info. Pack). Develop new technologies to deliver and track training program success factors.
- Develop classroom training and e-learning materials for a variety of end user training programs.
- Develop training and support materials for Train the Trainer department deployment activities.
- Design the system Training Environment module to support simulated training exercises.
- Schedule end user training implementations for 3 six month go-live waves averaging approximately 95,000 employees per wave.
- Identify end user support activities for both pre and post training activities.
- Lead procurement activities to acquire any necessary training tools and software.
- Development and update 21st Century Web site – email, newsletters, status updates, stakeholder enrollment, timelines, etc.
- Conduct stakeholder events and create specific stakeholder communications.
- Develop written correspondence, including letters, memorandums, reports, etc.
- Develop communications for department mobilization and alignment and work force transition.
- Recruit and train new staff.

Desirable Experience and Qualifications:

Attributes

- Ability to plan, organize, direct and implement programs while ensuring the highest level of customer satisfaction possible;
- Excellent communication skills;
- Excellent organization and research skills with attention to detail;
- Knowledge of project work;
- Ability to plan and assign tasks to staff based on analytical skills, technical expertise and program knowledge;
- Ability to travel and work the required hours to complete an assignment;
- Ability to respond to affected stakeholder groups regarding complex policies and issues;
- Ability to accurately assess issues and make recommendations about the best possible solution(s); and,
- High degree of initiative and ability to work in a team setting.

Desired Experience

- Previous experience in the implementation and deployment of training programs;
- Previous experience in end user training development;
- Experience in or knowledge of the state's human resource functions (e.g., personnel, payroll, position management, benefits, timekeeping, etc.);
- Experience in Web site development;
- Ability to plan, organize, direct and implement new programs while ensuring the highest level of customer satisfaction possible;
- Experience developing transition strategies and/or implementation plans for affected individuals;
- Previous experience developing end-user training for new technologies; and,
- Experience conducting interviews and focus groups, and designing and delivering stakeholder events.

Reasons to apply/accept a position with the 21st Century Project Team:

1. The 21st Century Project is the most innovative project evolving in state government! This is a great opportunity to participate in the project design, development, and implementation of the industry-leading mySAP ERP 2005 software product.
2. You will work with energetic and dedicated state professionals and our contracting system integrator while adding major project implementation skills to your work experience.
3. You will be on the cutting edge gaining valuable business experience, the opportunity for training, and acquiring experience that will be marketable statewide.

NOTE: This location has **FREE PARKING**.

Applications will be screened and only the most qualified will be interviewed

How to Apply:

All hires will be subject to a background check.

For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Please submit a STD. 678 State Application and Résumé to:

State Controller's Office

21st Century Project, Personnel/Payroll Services Division
PO Box 942850
Sacramento, CA 94250-5878

Attn: Pat Quinn